



KING COUNTY

Project/Program Manager II

Client Services Specialist

DEPARTMENT OF COMMUNITY AND HUMAN SERVICES/
MENTAL HEALTH, CHEMICAL ABUSE AND DEPENDENCY SERVICES DIVISION

Hourly Rate: \$24.7607 – \$31.3856

Job Announcement No.: 03ES3578

OPEN: 7/16/03 CLOSE: 7/30/03

WHO MAY APPLY: This career service position is open to all qualified applicants.

WHERE TO APPLY: Required forms and materials **must** be sent to **Shelle Crosby**, MHCADSD, **Room 610, 821 Second Avenue, Seattle, WA 98104-1598**. Application materials must be received by 4:30 p.m. on the closing date. (Postmarks are NOT ACCEPTED.) Contact Linda Nordness at (206) 296-5233 or shelle.crosby@metrokc.gov for further inquiries. For a further description of the context within which this position functions, see the King County Mental Health Chemical Abuse and Dependency Services (MHCADSD) web site at www.metrokc.gov/dchs/mhd, 2003 Mental Health Plan. **PLEASE NOTE:** Applications not received at the location specified above may not be processed.

FORMS AND MATERIALS REQUIRED: A [King County application form](#), resume and letter of interest that describes *in detail* your background and experience with respect to *each essential job function and numbered qualification* (#1-15) listed below. Cover letters that do not address the items listed below may not be considered.

WORK LOCATION: The Exchange Building, 821 Second Avenue, Rm 610, Seattle, WA. 98104-1596

WORK SCHEDULE: The normal workweek is Monday through Friday, 8:30 – 4:30. This position is overtime eligible.

POSITION SUMMARY:

The Client Services Specialist manages the King County Mental Health Plan (KCMHP) information and referral services available to all interested parties, and the complaint, grievance, and advocacy services available to clients receiving King County Mental Health Plan services. The Client Services Specialist ensures that clients' rights and safety are respected and protected and does this through interacting with both clients and the provider network. Because the complaint, grievance, and advocacy services are specifically for persons who have serious and persistent mental disorders or emotional disturbances, the Client Services Specialist must draw on a foundation of knowledge and experience with these conditions in order to be able to carry out the job functions.

ESSENTIAL JOB FUNCTIONS:

- Develop and implement procedures to inform clients in the publicly funded mental health system of their rights, to advocate for and protect those rights, and to carry out client services, complaint and grievance policies
- Provide KCMHP information and referral services. Referral shall include mental health referrals and referrals to other social and health care services as indicated
- Develop and update the handbook provided to all clients in the publicly funded mental health system, which includes information about client rights, the mental health provider network and services available, and other client oriented information

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KING COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER. JOB ANNOUNCEMENTS ARE AVAILABLE IN ALTERNATIVE FORMATS FOR PERSONS WITH DISABILITIES.

(206) 296-5209 JOBLINE <http://www.metrokc.gov/ohrm/psd/openings.html> Website Address (206)-296-8535 TTY

- Receive and respond to complaints made by clients or by others on behalf of clients
- Advocate for clients as necessary to resolve the complaints they have reported
- Coordinate complaint resolution services with the King County Mental Health Ombuds services
- Analyze the complaints received and make recommendations for clinical quality improvement as indicated
- Support client grievance and state fair hearing processes
- Participate in clinical performance monitoring, as requested
- Provide technical assistance to providers in areas related to client services
- Conduct reviews of extraordinary occurrences (for example client death or serious injury) for the mental health treatment services contracted for through MHCADSD

MINIMUM QUALIFICATIONS/ KNOWLEDGE/ SKILLS AND ABILITIES

1. At least 3 years clinical experience working directly with persons who receive their mental health services through a mental health managed care plan for low income and publicly funded persons.
2. A graduate degree with coursework in social or health care services, or an equivalent combination of experience and education.
3. Experience using a computer application to enter and review complaint and grievance information.
4. Demonstrated ability to analyze data and develop recommendations and reports based on that analysis.
5. Familiarity with the broad network of King County social and health care services
6. Familiarity with age-specific treatment issues for at least one of: children, adults, or older adults
7. Knowledge of and experience with the treatment needs of culturally diverse populations
8. Knowledge of mental health recovery principles and practices.
9. Strong oral and written communication skills.
10. Good interpersonal skills.
11. Working knowledge of Word for Windows, Excel, and E-mail.

The most competitive candidates will also have the following desired qualifications:

12. Knowledge of and experience with clinical services provided under the King County Mental Health Plan
13. Experience working with the providers that are contracted to provide services under the King County Mental Health Plan
14. Experience providing client services
15. Familiarity with age-specific treatment issues for more than one of: children, adults, or older adults

NECESSARY SPECIAL REQUIREMENTS: Valid Washington State Driver's License or the ability to travel throughout the county in a timely manner.

CLASS CODE: 8243